**HITESH VAGHELA**

Master’s Degree in Project Management, Licensed PSM 1(Professional Scrum Master 1)

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**PROFESSIONAL SUMMARY**

Over 8**+ years** of experience in **Agile**, **Healthcare, Pharmacy Benefit Manager**, **Retail** and **E-Commerce**. Hitesh is goal oriented and capable of working with Business and IT teams across diverse culture. Experienced in all aspects of digital IT transformation. Served as a strategic leader in optimizing infrastructure, systems, and **SDLC** to best support organizational needs and end users. Currently, Hitesh is seeking a **challenging** **position** in which he can apply his skills and experience to meet the business goals.

**TECHNICAL EXPERTISE:**

**Methodologies:**  Agile, Scrum, Waterfall, RUP

**Project Management Tools:** Microsoft Project, MS-Office, JIRA, Rally, SharePoint

**Testing Tools:** Rational Suite, Test Director, HP ALM

**Database:** MS Access, RDBMS, SQL, DB2

**Business Modeling Tools:** Microsoft Visio 2007, Rational Rose

**Healthcare Standards:** HL7, FHIR, ICD-9, ICD-10, HEDIS, HIPPA.

**Business Skills:** Business Definition Requirements, Use case Modeling,

JAD Sessions, Requirement Gathering, Use case development, Solution design, Process flow design, Prototyping, Data Analysis

**PROFESSIONAL EXPERIENCE:**

**Wells Fargo**

**Scrum Master Mar 2021 – Apr 2023**

* Create **Project Charter, Epic, Features, and User stories** while working with scrum team.
* Prepare and moderate regular **Scrum ceremonies** including **backlog grooming**, sprint and release **planning**, **daily stand-ups**, **sprint reviews/demos**, and **retrospectives** fostering collaboration and communication between team members.
* Assign Business value while working with product owner and calculate ROI.
* **Track** release, sprint and team progress using metrics including **team capacity** and **velocity, burndown** and **burnup** charts, using **JIRA** presenting progress summations to senior management and project stakeholders.
* Track and communicate team velocity and sprint/release progress.
* **Facilitate meeting** with Architect/Designer/Technical discussions.
* Being compliance project and hard deadline, created team-1 (6 Offshore, 4 onshore) and team-2 (3 offshore, 4 onshore) and manage both team to deliver the required functionality as planned.
* Meticulously analyze complex data, staffing plans and variances to recommend solutions to improve revenue and customer satisfaction/retention.

**Cognizant Technologies**

**Business / Data Analyst Mar 2021 – Apr 2023**

**CVS Health**

**APEX Report Testing**

**Business Analyst**

* Collaborated across multiple business units ensuring that all parties get the best possible outcomes for Company and its members and providers.
* Documented functional and non-functional business needs and requirements, ensured requirements are usable, specific and testable, and in alignment to business goals and overall business architecture.
* Assists in defining Acceptance Test Criteria, tracing back to documented business requirements.
* Created and updates complex as-is and future state business workflows to enable the documentation of business process needs and production of requirements for all related business, and operational systems critical to the project or program.
* Conducted requirement gathering session with stake holders and IT team and creating BRD based on new requirements, Data source and inclusive/Exclusive criteria.
* Supported the Project Manager by providing more detailed project objectives; clear structured, and useable requirements; tradeoff analysis; requirement feasibility; and risk analysis to improve the execution of the project plan.

**Care first**

**Sail Point Implementation**

**Business / Data Analyst**

* Performed data analysis on existing Role based access to determine what kind of access members currently have.
* Worked with Business to review the existing roles in the organization to convert/create new business roles to implement into the **SailPoint**.
* Conducted weekly meetings with Business to help determine whether the new Business role should be created or exiting Business role can be leveraged.
* Created cross system **data flow diagrams** and **flowcharts** to depict the integration dependency of other applications with Guidewire Claim Center.
* Engaged with developers where those data elements are (example: Xpath, tell developers how to find something). Working on **relational databases** (they are in a NoSQL data lake) and comfortable picking technical tools and understanding the **JSON** and **XML** structures of Data elements.
* Participated in daily stand-up meetings.
* Worked with Dev team performing ELT process. Writing the user stories and follow-up end-to-end process and validation before moving to UAT and PROD.
* Reviewed new business roles received from the business for the accuracy.
* Worked with the **SailPoint** team to make sure the business roles are deployed in timely manner.

**Wellmark, Inc.**

**LOB Migration - Quantum Reporting**

**Business/Data Analyst**

* Involved in analysis, design, implementation, and testing of the project.
* Understand business requirements and develop the project.
* Worked in **Agile** **Sprint planning** and daily scrums which included two weeks sprints.
* Participated in daily stand-up meetings where the stakeholder was involved along with Scrum Master and developers.
* Worked in **data warehousing** and **analytic concepts**, **Data sourcing**, **Reporting**, and **extraction** methods and standards.
* Utilized various tools (**Jira Align**) to track monitor and provide asynchronous update across the organization.
* Worked in multiple teams and followed both **Waterfall** and **Agile** SDLC processes across teams.
* Data analysis and appropriate query languages such as **Teradata SQL**.
* Perform Data gap **root cause analysis** as a part of **data ingestion** process.
* Created **Gap Analysis** to validate **Claims data** availability at source system.
* Created **STTM’s** and provided that to the development team for data integration from the source system to Conformed Layer.
* Worked with the testing team to create test cases based on the **STTM’s**.

**Cigna Healthsprings, Plano, TX**

**Business / Data Analyst Feb 2020 – Feb 2021**

* Understanding business requirements given by product owner and **FHIR** standards for implementation of **Interoperability** requirements.
* Perform analysis of existing **data models** and modeling standards used in client space to create new database objects. Responsible for interacting with business SME’s, Scrum Master and Product Owners and other team members on daily basis.
* Involved in **Data Analysis**, User Requirement Analysis, **Data Profiling**, Data **Mining**, Data **Cleansing**, Data Relationships and Report Analysis.
* For each subject area like Allergy Intolerance, Condition, Immunization, Document reference, Care Plan, Care Team analyze the data and ensure that the data is transformed as per FHIR standard. Existing data models are analyzed and source to target mapping are created to detail out the transformation logic.
* Responsible for creating and maintain **ETL source to target mapping** based on business requirements to build a data warehouse inputs for the healthcare client related to the **Claims** and **clinical laboratory integration**.
* Performing peer reviews for the mapping done by other team members and discuss on any discrepancies observed.
* Participate and contribute in all agile ceremonies including daily standup call, spring review, spring planning, backlog grooming and retrospective.

**CVS Caremark / AETNA, Dallas, TX**

**Business / Data Analyst Apr 2017 – Dec 2019**

* Applied functional and/or business expertise to perform assigned tasks and develop specific project deliverables.
* Ensured end-to-end traceability of requirements is complete.
* Conducted **GAP Analysis** of technology changes on business processes and existing technology.
* Worked with minimal supervision in a **technical capacity** on most phases of the business systems analysis.
* Extensively used Rally for maintaining User Story Hierarchy, **Backlog Grooming**, Updating tasks.
* Worked with QA’s to the review of **Test Planning** and **Test Execution strategies.**
* Documented, tracked, and resolved issues related to data quality in the **Disposition file.**
* Contributed to the **design and mapping of data** conversion strategies.
* Participated in collaborative system and **data design sessions** with the user community, technical architecture resources, and development resources.
* Adhered to **APLC** or **AGILE** project management methodology by utilizing internal procedures and tools and identifying areas for methodology improvement.
* Facilitated Sprint planning, **Sprint retrospective**, Sprint planning review & Sprint demo for Stakeholders.
* Worked with **HIPAA EDI 834** form received from various Vendors, Partners, and Producers invalidating the data in Stage Environments Test running the formats and conducting issue analysis.
* Worked with **HIPAA EDI 837, 835**, files for data validation, and create data mapping and **ETL process** requirements for loading data into **EDI**.
* Performed validation of **EDI 271, 835, and 837** Professional and Institutional format files according to **EDI FECS** engine.
* Empowered teams to self-organize and facilitate decision making during sprint planning sessions ensuring the commitments made are appropriate and uphold scrum principles.
* Defined data elements and conducted data**modeling sessions** to get consensus from impacted applications.
* Improved the overall Product Strategy for Pharmacy Benefit Manager (PBM) Rebate Expansion.

**Aiva Products, Houston, TX**

**Business Analyst July 2016 – Feb 2017**

* Supported IT Production team & Business Owner team during the transition of the solution to account team.
* Authored to document detailed solution requirements, project requested changes, and testing results.
* Conducted **GAP analysis** of the different reports that are being presented to clients to accommodate their requirements for the new enhancements.
* Involved in mentoring specific projects in the application of the new SDLC based on the Agile Unified Process, especially from the project management, requirements, and architecture perspectives.
* Updated and maintained all project related documentation in appropriate folders on **SharePoint**.
* Created artifacts such as **Use Cases**, Activity Diagrams, and Sequence Diagrams using MS Visio.
* Conducted JAD sessions during the various stages of upgrading the matching system and discuss the current system preference.
* Write and execute **SQL** queries to validate actual test results match expected results as per business rules.
* Reviewed System **Test Plans**, wrote test scripts and worked with business folks to validate and execute the test scripts.
* Captured **Metrics** such as Sprint **burndown**, **Velocity**, Release burndown, & other metrics to measure overall team progress.
* Collaborated with the Product Owner to understand the business priorities in upcoming sprints.

**Avon Cosmetics, White Plains, NY**

**Business / Data Analyst Apr 2015 – June 2016**

* Collaborated in the implementation and enhancement of e-commerce application for Avon for PDP page, Registry Portal, and Rewards Portal.
* Teamed up with Business teams to define the scope per Campaign Reconciliation by Profiles and Categories.
* Prepared requirements artifacts and analytical reports that effectively summarized results, assumptions, dependencies, and conclusions.
* Used **MS Visio** for flow-charting, process model and architectural design of the application.
* Created SQL Queries for Portfolio Drill Downs to pull necessary data from data sources.
* Developed data flow diagrams, illustrating the flow of data from the sources to Amazon Redshift.
* Participated in developing test plans and test procedure templates and guidelines to be used by the project team.
* Facilitated Sprint planning, **Sprint retrospective**, Sprint planning review & Sprint demo for Stakeholders.
* Empowered teams to self-organize and facilitate decision making during **Sprint planning** sessions ensuring the commitments made are appropriate and uphold scrum principles.
* Scheduled meetings and touch bases to create transparency between the product owners and the teams.
* Conducted Test Scenario walkthrough with Onsite/Offshore development team and with Business.
* Facilitated **Story estimation** and helped with detailed tasks creation.
* Managed **Requirement Traceability Log (RTM)** to trace the business and solutions requirements.
* Automated the **Test Cases** and created the Test Suites locally within Eclipse for Functional, Regression and Browser Compatibility using Selenium WebDriver.
* Identified and managed Web Element locators using HTML-Id, HTML-name, and CSS-Locators-Path.